Student complaint information

Author	ADS in consultation with Diocesan schools	
Risk Category	People safety and culture	
Relevant Legislation / Related information	• Registered and Accredited Individual Non-government Schools (NSW) Manual - September 2023 – B8.2 • Child safe standards	
Related documents (Including but not limited to)	• Code of conduct - Student • Child protection policies • Investigations policy and procedure • Child safe policy	
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Accessible	Board ☐ Staff ☒ Website ☒ Parent ☒	
Date Modified	**Modified By**	**Modifications Made**
20/11/2024	Viv Martin	• Alteration of previous *Student complaints policy and procedure* in order to align to the Complaints policy and procedure – Community and Child safe standards

Commitment

The Anglican School Googong's (TASG) is committed to providing a safe and supportive learning environment for the children and young persons in its care.

Purpose

At times, students may need to bring a concern they hold to the attention of TASG personnel to; seek support, request a change or report something that isn't right.

It is important everyone at TASG allows student's voices to be heard as this is an essential part of TASG's commitment to the *Child Safe Standards*.

This document sits under TASG's *Complaints policy and procedure – Community* and helps unpack this information in a more approachable way.

What is a student complaint?

A statement that something is unsatisfactory or unacceptable to the student.

What students should expect when making a complaint

- equitable and respectful behaviours from everyone
- their complaint is taken seriously
- students are held to their rights and responsibilities
- effective management of the complaint which is:
  - sensitive, fair, timely and confidential
  - eliminates victimisation or reprisals

Raising a concern and making a student complaint

Step 1: raise issues or concerns with the person/s involved. *Talking through your concern helps others understand what you are thinking.*

Step 2: If Step 1 does not work….

- Talk to an adult or someone more senior asking for help and support.
- Tell them about Step 1.
- Read the *Student complaints information sheet and maybe even the Complaints policy and procedure – Community* on the website
- Ask a parent for help.

Step 3: Still doesn't work?

- Talk to your Head of School
- Tell them about Steps 1 and 2
- Write down the issues and what you have done and email it to the Head of School
- Should a complaint be about your Head of School, talk to the Principal.

Student rights when making a complaint

All students have the right to:

- lodge a complaint at any time
- be treated without bias
- have a decision made which is based on relevant evidence
- disagree with decisions

Student responsibilities when making a complaint

- be truthful
- raise complaints at an early stage
- share information to the best of your ability - this includes names and all details
- hold information in confidence sharing it only with the people who need to know
- treat everyone with respect and courtesy
- accept that disagreeing with a decision made within the school does not make the decision wrong
- cooperate fully with any investigation
- their own health and safety commensurate with their ability

Examples of complaints

Below is a list of complaints we have helped students resolve in the past:

- interpersonal relations
- harassment
- discrimination
- academic treatment
- programming
- leadership
- resources
- services

Supports

Sometimes it can be difficult to raise issues and it is ok to bring a support person along with you when you follow Steps 1 to 3 in *Raising a concern and making a complaint.* Your support person doesn't do the talking, they might write things down, listen and talk with you afterwards. A support person could be trusted wise friend, or a parent.

The school's counsellor can listen and help.

Anonymous complaints

TASG respects the wishes of students who wish to remain anonymous when making a complaint. TASG will accept anonymous complaints where possible; however, the School's ability to investigate and/or satisfactorily resolve an anonymous complaint may be limited depending on the level of information provided.

What does holding information in confidence or confidentiality mean?

For you:

- not having open conversations about the issue with your friends
- selecting a trusted wise friend or a parent to talk through the issue

For the person managing the complaint:

- will only disclose details, as necessary, to manage the complaint
- when a law is broken (such as a child protection issue)

Behind the scenes

TASG keeps records and follows a procedure for all complaints – this can be found in *Complaints policy and procedure – Community* on the school's website.

Academic complaints

Complaints about academic assessment are, in the first instance, to be referred to the appropriate classroom teacher. Where this appears to be inappropriate or an issues is not resolved, the student needs to talk to the Head of Faculty or Head of School.

Still not happy? - Appeals

The School does not offer unlimited opportunities for appeal if a student is unhappy with the resolution of a complaint. Any appeal against the resolution of a student complaint should be made in writing to the Principal within 10 days term time. The Principal will consider the application for an appeal.

If the matter involves the Principal the application for an appeal should be made to the Board Chair using the online Feedback form.

Student complaint information

Sometimes students need support in resolving issues at School - the staff are here to help

Who

Choose a staff member you trust and ask to talk to them – bring a support person if you want to

When

The sooner you lodge your issue the quicker it can be considered and resolved

Provide evidence

To better support you, provide as much evidence as possible

How

You can talk to a staff member or email your concerns

What will happen?

The staff member will let you know – there are so many options

Who will know?

Your concern will always be managed sensitively but if someone is unsafe others need to know

Academic appeals

Talk to your classroom teacher first and ask questions about the task. If this doesn't work, talk to the Faculty Head for that subject and, if necessary, the Head of Junior/Senior school.